



Amber French  
Executive Director  
Media Democracy Fund  
Suite 300  
1201 Connecticut Ave. NW  
Washington, DC 20036  
October 4, 2018

Chairman Ajit Pai  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Room TW-A325  
Washington, DC 20554

In the Matter of: Nomination for Universal Service Administrative Company Board of  
Directors, CC Docket Nos. 97-21 and 96-45

Dear Chairman Pai:

We enthusiastically support the nomination of Olivia Wein to the Universal Service Administrative Company Board of Directors for a third term in the position for information service providers.<sup>1</sup> Ms. Wein has experience with the evolution of the Lifeline program and understands the unique role of USAC as the program administrator for the critical federal Universal Service programs.

For the first time, low-income consumers will have the option of applying to USAC for a Lifeline eligibility determination through the National Verifier. In order for this new process to be successful and meaningfully increase consumer control over their Lifeline service, the process must be user-friendly and the outreach and education must be appropriate for the applicants and the front-line service providers that can help consumers navigate this new process.

The future implementation of Lifeline modernization will require USAC to place a greater emphasis on engagement with low-income consumers, their communities and the grassroots advocates that support them to help navigate this exciting and long-awaited transition. Ms. Wein has the background to help USAC navigate this transition.

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<sup>1</sup> Per 47 U.S.C. Sec. 54.703(c).

Ms. Wein is uniquely qualified to help oversee the roll-out of the National Verifier. As an attorney with the National Consumer Law Center, Ms. Wein has devoted her career to working on programs that help low-income consumers afford essential utility service, from the federal Lifeline program to the implementation of low-income utility affordability programs overseen by state utility commissions. She is also trusted resource for other public interest advocacy groups who are committed to closing the broadband divide.

I strongly endorse Ms. Wein's nomination to serve a third term on the USAC Board of Directors.

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber French', with a long horizontal flourish extending to the right.

Amber French

cc:

Charles Tyler  
Telecommunications Access Policy Division, Wireline Competition Bureau  
Federal Communications Commission, 445 12<sup>th</sup> Street, S.W., Room 5-A452  
Washington, DC 20554